



Substitute for form 1449A/PTO
(Revised 10/2001)

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number	09/498,805
Filing Date	02/07/2000
First Named Inventor	Hillbush et al.
Group Art Unit	3629
Examiner Name	Richard Sukyoon Woo
Attorney Docket Number	18360/201312

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No.	Document Number Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages of Relevant Figures Appear
PW	1	US-6,525,835	02/25/2003	Gulati	
	2	US-			
	3	US-			
		US-			

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FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No.	Foreign Patent Document Country Code - Number Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T

OTHER DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s) , volume-issue number(s), publisher, city and/or country where published.	T

Examiner Signature	<i>R. Hillbush</i>	Date Considered	10-7-03
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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



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		US-			
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		US-			
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No.	Foreign Patent Document Country Code - Number Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T

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RW	6	UPS PRESSROOM, "Customers Spend Less Phone Time With New Voice Recognition System", 1999 Pres Releases, The Internet, www.pressroom.ups.com/pressreleases/archives/archive/0,1363,3657,00.html . Downloaded 06/04/03.	

Examiner Signature	<i>Richard Woo</i>	Date Considered	10-7-03
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**INFORMATION DISCLOSURE
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Sheet / of 1

Sheet 1 of 1 Attorney Docket Number 18360/201312

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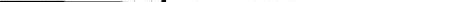
GROUP 3600

FOREIGN PATENT DOCUMENT

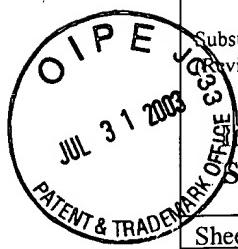
FOREIGN PATENT DOCUMENTS						
Examiner Initials	Cite No.	Foreign Patent Document Country Code - Number Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	English Language Translation Attached

OTHER DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s) , volume-issue number(s), publisher, city and/or country where published.	English Language Translation Attached

Examiner Signature		Date Considered	10-7-03
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Group Art Unit	3629
Examiner Name	Richard Suk

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U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No.	Document Number Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages of Relevant Figures Appear
RW	9	US-5,631,827	05/20/1997	Nicholls et al.	
	10	US-5,666,493	09/09/1997	Wojcik et al.	
	11	US-5,710,887	01/20/1998	Chelliah et al.	
	12	US-5,712,789	01/27/1998	Radican	
	13	US-5,822,739	10/13/1998	Kara	
	14	US-5,869,819	02/09/1999	Knowles et al.	
	15	US-5,910,896	06/08/1999	Hahn-Carlson	
	16	US-5,936,865	08/10/1999	Pintsov et al.	
	17	US-6,014,636	01/11/2000	Reeder	
	18	US-6,463,420	10/08/2002	Guidice et al.	
	19	US-6,539,360	03/25/2003	Kadaba	
	20	US-6,464,139	10/15/2002	Wilz, Sr. et al.	
RW	21	US-App. 08/457,732	06/01/1995	Kadaba	

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RW	22	WO 00/46718 (A2)	08/10/2000	Tangkilisan		

OTHER DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	English Language Translation Attached
RW	23	UPS Online™ Solutions: A family of automated shipping, receiving, and information technology solutions; 1996; United Parcel Service of American, Inc.	

Examiner Signature	<i>R. Hillbush</i>	Date Considered	10-7-03
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